

Propane Installation Walkthrough

Grassy Plain Street Bethel, CT 06801 203.792.7654

newenglandpropane.com



Step 1: Property Survey and Proposal

A New England Propane consultant will visit your property to assess your needs and design a custom proposal



Step 2: Deposit and Account Creation

Customer will receive secure digital agreement (via DocuSign) to confirm your service and payment method.
A customer service representative will reach out to confirm payment details and answer any questions



Step 3: Permitting

New England Propane to obtain any necessary permits.

*"Billing occurs as each step is completed.
You'll receive an invoice for each billable service."*



Step 4: Tank Set/Drop Off (*Billable Service*)

Setting the tanks/cylinders in place with a small amount of gas already in them.



Step 5: Rough Installation (*Billable Service*)*

Gas line is installed and prepared for local inspection including pressure test
May require multiple trips



Step 6: Inspection

Local inspector reviews installation and contractor back-fills tank/trench (if applicable)

Step 7: Final Connection (*Billable Service*)

- Regulator installation and final connection of gas piping
- Perform leak check to ensure system is safe and functional
- Confirm appliance operation
- Perform cathodic protection test (if applicable)
- Remote monitor installation (if applicable)
- Customer safety walkthrough



Step 8: Propane Delivery (*Billable Service*)

Initial propane delivery to tank/cylinder. After initial delivery, customer is placed on automatic delivery **UNLESS** they elect to be a Will Call Customer



Ongoing Customer Support

Delivery schedule is established, and access is provided to our online portal and mobile app. NEP customer service representatives can be reached directly at 203-792-7654 and at admin@newenglandpropane.com for any questions or concerns.